



CCFA TROUBLESHOOTING: No Primary Parent Listed or Not Printing on Paperwork

Blank Parent Info on Application and Fee Agreement/ No Primary Parent listed



- When I print an application and fee agreement for the child, the parent information is blank, but the parent is listed in the family
- Go to the Family Details Page, one parent/guardian should be listed as primary
- If no primary, select to Change Primary Parent
- Select the primary parent and click on Next.
- The problem is resolved when the parent is listed as primary

FAMILY DETAIL - HALL 61 HIGH ST, West Springfield, MA 01089

Family ID: FID7170
Family Name: HALL

Actions: Select One
Edit Family
Add Family Member
Add Authorization
Add Placement
Refresh Waitlist ID
Move Family Member
Change Primary Parent
Deactivate Family Member
Activate Family Member

Referrals: No Family Referrals on file.

Addresses: Physical: 61 HIGH ST, West Springfield, MA 01089; Mailing: The same as Physical Address

Members:

Name	Waitlist ID	Gender	Date of Birth	Age	SSN	6 Month Absences
HALL, LOLITA (Guardian)	None	F	5/31/1963	52Yrs, 8Mo	N/A	
HALL, KAIDEN (Child)	None	M	10/1/2010	5Yrs, 4Mo	N/A	
HALL, KAIDEN (Child)	None	M	10/1/2010	5Yrs, 4Mo	12	
HALL, RICARDO (Child)	None	M	2/18/2014	1Yr, 11Mo	Z	

Summary: Family Name: HALL (FID7170); Waitlist ID: None; Physical Address: 61 HIGH ST, West Springfield, MA 01089

Members:

Members	Relationship	Age
HALL, LOLITA	Guardian	52Yrs, 8Mo
HALL, KAIDEN	Child	5Yrs, 4Mo
HALL, KAIDEN	Child	5Yrs, 4Mo
HALL, RICARDO	Child	1Yr, 11Mo

Placements:

Name	Type	Start	End
HALL, KAIDEN	C	12/08/2015	05/07/2016
HALL, RICARDO	C	12/07/2015	02/01/2016

No Primary Listed

Manage Family - Change Primary Parent/Guardian

Change Primary Parent/Guardian

Current Primary Parent/Guardian: HALL, LOLITA (Guardian)

Please select the new Primary Parent/Guardian: HALL, LOLITA (Guardian)

Effective Date: 2/5/2016

Comments:

Next Cancel

Select the primary

Members	Relationship	Age
HALL, LOLITA	Guardian - Primary	52Yrs, 8Mo
HALL, KAIDEN	Child	5Yrs, 4Mo
HALL, KAIDEN	Child	5Yrs, 4Mo
HALL, RICARDO	Child	1Yr, 11Mo

Training Materials and Questions



- Check our website for updates and available recordings
www.mass.gov/eec/ccfa/training
- Please email your questions to
CCFATraining@massmail.state.ma.us